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**Expedited Procedure
Under
37 CFR § 1.116**



THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Peter Tavernese Jr.

Examiner:

Nguyen, Q.H.

Serial No.: 09/745,305

Group Art Unit:

2642

Filed: December 21, 2000

Confirmation No:

2060

Attorney Docket No.: 27996-133 (formerly
103180-45024)

Title: **CUSTOMER SERVICE RESPONSE SYSTEM FOR INTERACTION WITH
CUSTOMER SERVICE AGENTS**

Mail Stop: AF
Commissioner for Patents
P.O. Box 1450
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RESPONSE UNDER 37 C.F.R. § 1.111

Sir:

In response to the Office Action, dated April 22, 2005 please amend the application as follows:

Listing of the Claims begins of page 2 of this paper.

Remarks/Arguments begin on page 7 of this paper.